## Ideal Safe + Smart State

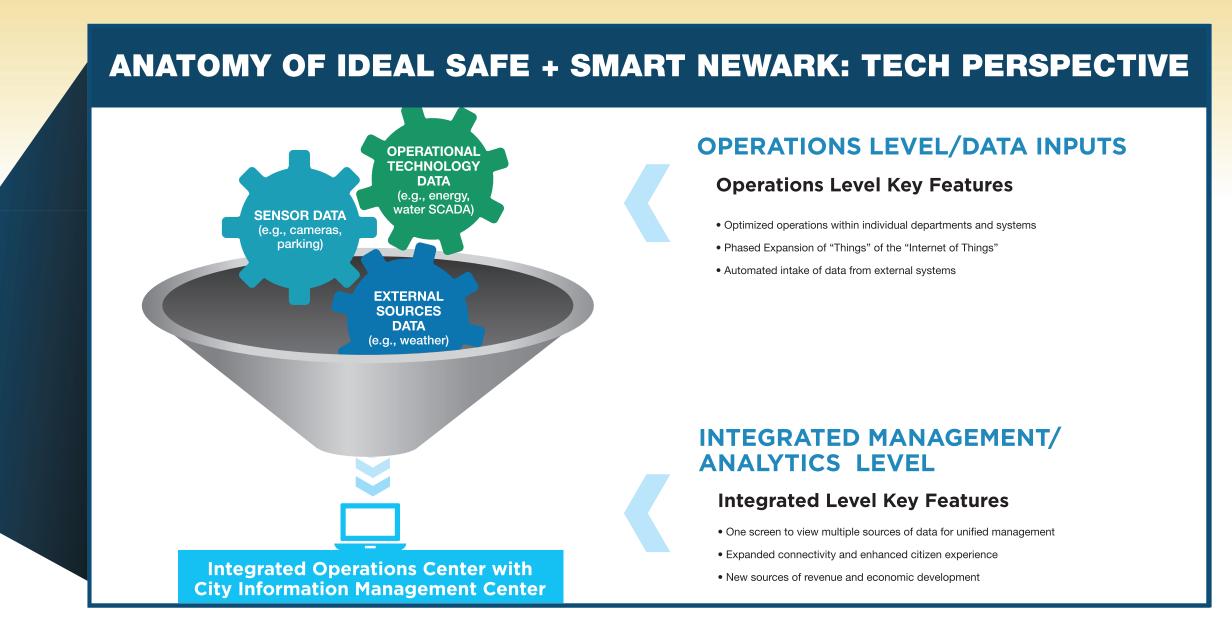
 Functioning Integrated Management System High level of data inputs and improved analytical
 Additional Sources of Revenue

Leverage economic development opportunities
 Improved Connectivity with Citizens

## SAFE + SMART USE CASES: HOW CITY LIVING COULD CHANGE INTELLIGENT **OPERATIONS CENTER** Provision City Wi-Fi Better Manage Assets Enhance Security Improves Service Delivery INTERACTIVE •Enhance Quality of Life •Drive More Revenue Alert Citizens Drive New Business •Stimulate Economy Generate New Revenues

# IDEAL SAFE + SMART NEWARK, DE

**FUTURE PHASES** 



**Solution for Power Optimization** 

Observed Challenge/Risk: Optimizing Voltage on Distribution Feeders under all

ilities manage voltage on seasonal basis to account for different consumption patterns

power factor, and the loading on transformers and other equipment remain an issue.

abnormal feeder configurations, such that voltage is not merely controlled, but rather

Key Benefit(s): Identifies a cost effective approach to optimizing voltages and power

ROM Cost: \$200,000 – \$350,000 depending on cost optimized solution design and

factor on the feeders in the multi-substation network area along with an implementation

implementing advanced voltage and power factor control system.

plan. Voltage may be reduced 1% - 3% from the present levels.

Tags: Future Phase

**☆ ⊘ 🕏 ★** 🛒

specific requirements

Solution for Substation Physical Security Monitoring

capabilities at nineteen (19) electrical sub-stations around the city.

cameras at each substation. Install video servers, software and management systems for record

detect thermal anomalies that often serve as precursors and early warning of equipment failure.

Key Benefit(s): Provides enhanced means to protect vital assets, without requiring additional police

patrols. Provides automated means to record, analyze and predict pending equipment failure, saving

emergency manpower resources, allowing improved planned maintenance, and better serving city

ROM Cost: \$200,000 - \$250,000 depending on number of cameras required

keeping. Implement video analytics, including enhanced thermography, to detect suspicious activity and

Tags: First Phase, Critical

and interruption to the city.

## **Future Phases: Scale Up**

 Keep building on the foundation in future phases by ensuring that future investments by City no matter where – have the capability to provide input to a city-level information management platform (i.e., use open technologies that can plug into the main system)

## **INFORMATION TECHNOLOGY RECOMMENDATIONS**

# mation System (GIS) Platform

Observed Challenge/Risk: The city has deployed a those systems and enabling the tools engineers, managers and field resources need to manage the lifecycle of key and critical infrastructure assets, including water, electric utility equipment transportation, communications and other important assets. Potential Impact(s): The simpler the model the less it can do for you. The less it can tell you before, during and after a disaster or man-made event, and the less information you have to react with. There is little or no way of identifying at-risks at-risk of damage/destruction. Post an event those assets damaged, but not modeled in GIS, would likely take longer to identify, quantify and plan for a swifter recovery. Identified Solution(s)/Action Plan: Utilize the existing ESR GIS software licenses available to the city. Systematically plan to expand the GIS model of key/critical city assets including Water, Wastewater, Stormwater, Electric, Transportation, ommunications and other models on a common GIS platform Provide city employees and contractors mobile GIS enabled devices to enable individual assets to be identified with their unique installation characteristics. These enhanced models

service and recovery response. Facilitates and improves

maintenance, recording of costs and planning efforts. **ROM Cost:** \$250,000 – \$500,000 depending on the current data holdings and departments participating in GIS (Water,

downtown business and loss of tax revenues. support analysis tools that can greatly assist the City in planning long term and also short term emergency situations. Applications supporting Water loss detection. Storm water capacity planning, electric outage and switching planning, and to encourage use and uptake. many others are available. Identify high-value assets, and assets of potential economic interest, combine GIS data and layers of information that could be shared outside of the city to feature key services, access to technologies that could spur the interests and attract potential businesses to locate to Newark. Key Benefit(s): Provides Map-centric, intuitive way to model, edit, design, maintain, and manage city infrastructure assets Enforces rules and standards for data maintenance of recorded assets. Improves identification and accuracy of adjacent

# and Security:

Observed Challenge/Risk: Citizens wishing to shop, dine and navigating traffic congestion searching for open parking spots finding convenient parking close to their chosen destination. parking in an area that is well lit and provides for a sense of safety & security, and parking in an area convenient enough so Potential Impact(s): Citizens and visitors alike are distracted by having to pay attention to limited on-street parking, or finding options such as in the rear of businesses. This distraction likely mpacts multiple aspects of Newark's community, including:

hazards/accident to drivers cutting lanes, increased

raffic/pedestrian incursions and injuries, increased air pollution Identified Solution(s)/Action Plan: Leveraging existing city assets, build-out an Intelligent Multi-Service Node platform to urn LED streetlight fixtures into sensor-equipped, smart devices capable of capturing and transmitting data near real-time. enabling new applications and services (lighting parking management, safety and security, environmental monitoring, location-based etc.). Scale the deployment in concert with other nendations to address Newark's most pressing issue first. Provision and promote new apps and services to the public mmunity, greater satisfaction amongst citizens and visitors mproved safety, healthier environment and a more robust economy for Newark through increased tax revenues and the ability to attract businesses to the city. Significant additional

**ROM Cost:** A composite total of \$1,320,000 for Smart Parking Estimated Returns: Over a 10 year period the total estimate returns (savings and revenue) are projected to be \$4,870,000

manner so as to better predict, plan and recover from events. ncreased and needless traffic congestion on Main Street, traffic situation requiring the close coordination of multiple

> Identified Solution(s)/Action Plan: Design, install and staff ar Intelligent Operations Center to provide a fully unified and integrated control environment overseeing all aspects of Newark's operations & infrastructure. control, remote PC control, parking/traffic and incident ROM Cost: \$900,000

Observed Challenge/Risk: Currently most City departments ssues being dealt with by the respective multitude of events, such as a severe weather event (i.e. a hurricane) that may impact the city across all departments Additionally, there is no means to accumulate, assimilate and disseminate multiple sources of data, or parse single data streams and route them to personnel in an orderly, logical

Potential Impact(s): As the City of Newark grows, so too will the data from sensors and devices such as traffic, video, and a host of other network sensor devices tied to equipments and city owned assets of many forms. From a situational awareness perspective, it would be difficult, if not impossible to handle a organizations. This may delay critical response, result in greate damage or loss, and negatively impact the City of Newark's

Key Benefit(s): The end-to-end integrated platform would provide a true city-wide situational awareness command and control environment by providing functions such as camera management, and alarm response from one station with fewer resources that staffing siloed departments currently require.

Situational Awareness Platform:

of these risks or challenges are met daily with a strong workforce and technologies, the city still lacks a single view into Potential Impact(s): Potential threats or hazards are difficult to olistically planned for and resourced around, but that's not a defense for lack of visibility. Gaining visibility from new data sources and consolidating data from the existing strategic sensor infrastructure can lead to profound gains in situations awareness. Any event, from public unrest, to flooding, to unauthorized access at critical infrastructure can be moments where every second counts. Identified Solution(s)/Action Plan: Implement a situational vareness platform which enables Newark to gain visibility across city assets and critical safety points by unifying data with video. Further clarify for responders the geo-location of any Key Benefit(s): Visiblity in times of need can minimize impact of most events and help diffuse an array of day-to-day

ROM Cost: \$350,000, plus \$30k annual support, plus \$40k per

adapter to third-party system/technology

Observed Challenge/Risk: The City currently faces an array of

# Automation and Modernization

Observed Challenge/Risk: Not all of the nineteen (19) electrical sub-stations around the Potential Impact(s): In the event of a storm, man-made event (i.e. construction damage accident or intentional act), or other cause of failure where damage to a section(s) of the city is realized, the current system requires the intervention of city staff. This requires staff being on-site to assess the situation, and to physically reset the electro-mechanical relays pacted. This human physical intervention slows the response time to correction, cause: onger outages to residents and businesses, and places an additional cost burden on the city operations. Additionally the older design potentially allows greater system wide

damage to occur due to the lack of automated analytics and operation. dentified Solution(s)/Action Plan: Continue to upgrade the electro-mechanical relays with state-of-the-art automation. Implement improved control schemes and grid protection measures afforded by newer technology and sensor detection. Key Benefit(s): Provides enhanced means to protect assets, freeing staff to focus on core operations, service and ongoing system-wide improvements. Provides automated means to detect and analyze anomalies, record events, and restore service without human ntervention. Assists in better predicting pending equipment failure, and identifying systen ulnerabilities. Saves time, money (labor, fuel, vehicle wear & tear, and equipment cost) and, extends the life of other grid assets. ROM Cost: \$50,000-\$75,000 per remaining sub-station for relay retrofit

Observed Challenge/Risk: Ability to restore power as quickly possible when storms or **Potential Impact(s):** Reduce costs associated with power outages and the number of customers that experienced a power outage or disruption.

Identified Solution(s)/Action Plan: Integrate new feeders from new Station into existing adjacent (Kershaw) substation area on the 38kV trunk. Optimize the design to minimize capital costs for new equipment and leverage the existing plant to the fullest. Key Benefit(s): Customer Satisfaction, Cost Avoidance, Minimize Outages, Key component of smart grid and distribution automation. ROM Cost: \$400,000 - \$500,000 depending on cost optimized design

## ENERGY + WATER RECOMMENDATIONS

# Consider Common Supervisory Control and Data Acquisition (SCADA) Platform for Water and Energy

most effective real-time monitoring and control over equipment and facilities associated monitor and operate functions remotely, link to other systems and sensors, or across Potential Impact(s): Voltage Control Systems have been used for years, and have helped departments, or correlate historical information related to an event. throughout the year (Winter, Summer, Spring, Fall). These manual schemes are altered ever Potential Impact(s): The current system requires staff be vigilant over every aspect of few months, however under-serving or over-serving customers, losses due to sub optimal perations to ensure standards are met, as well as ensuring control over operational fficiencies within the treatment plant. Where constant human interaction is essential to Modern Power Optimization Software Control systems optimize voltage automatically and plant operations, the use of staff resources is not optimized to best serve the greater needs integrate with automatic reclosing schemes. The voltage control system must also adjust to of the water or electric department, the city, and its residents. Additionally, the reliance on key personnel, rather than automation is the fallibility and availability of humans to oversee ntrol on a second-by-second basis 24/7/365, especially during times of crisis. Identified Solution(s)/Action Plan: Conduct a thorough engineering study of the Kershaw Identified Solution(s)/Action Plan: Evaluate the implementation of a common SCADA and adjacent substation areas to determine cost/benefit of different proven approaches of platform and data historian for managing and controlling the electric and water networks. Study systems interoperability and open IT standards needs, assess optimal product platform for the city to utilize and share data across the other operating departments, then

Observed Challenge/Risk: Limited application/deployment of SCADA system for the

Key Benefit(s): Integrates disparate devices to be able to manage the network as a single entity, allows sharing of information. Improves operational efficiencies for the network and when integrated across departments improves efficiencies across all departments. Provides for maximum operating efficiency, treatment and savings. **ROM Cost:** \$100,000 – 150,000 to assess viability common, proven industry leading

## First Phase: Build on Strong Foundation

dentified Solution(s)/Action Plan: Design, implement and scale up an Urban Services Citizen

Engagement Portal built on a backbone of a Newark City Services Wi-Fi platform, consisting of fixed

izen Experience Interactive Engagement Kiosks located in the downtown core, and apps built on a

Mobile Development Platform. Explore various scalability options, and business models to lower cost of

Key Benefit(s): Improvements to the downtown business community in terms of increased awareness

Potential to drive significant revenues, mitigate trend of loss of funds to support City operations, and

**ROM Cost:** A composite total of \$2,000,000 for Main Street City Wi-Fi and Citizen Engagement Portals

of services, a more engaged, involved & aware community, a safer more alert Newark constituency.

Estimated Returns: Over a 10 year period the total estimated returns (savings and revenue) are

 Leverage existing assets and opportunities, but Look at strengthening operation of specific perhaps expand upon them of emerging opportunities, but find ways which infrastructure areas as well as beginning to also build the foundational elements for a Safe + develop integrated

denlovment, risks and rewards.

projected to be between \$1,500,000 and \$2,500,000

## **INFORMATION TECHNOLOGY RECOMMENDATIONS**

### Citizen Experience, Citizen Engagement Portal: Tags: First Phase, Foundational

Observed Challenge/Risk: Citizens, visitors, businesses and City agencies & staff alike have a limited means of communicating interesting, important or imperative news and information concerning the City, its community and the day-to-day needs. Such rudimentary needs of way-finding, alerting and notification of important events, or impending dangers posed by threats cannot be mass communicated through multiple media outlets or smart devices.

Potential Impact(s): The lack of media and digital communications channels places Newark, its citizens and businesses at a disadvantage by not leveraging current Information Technologies to the fullest potential. Digital media communications, through multiple channels and devices, can best communicate awareness of Newark's services, current events, businesses, and better serve its citizen while improving on Newark's Core Values. These limitations may inhibit businesses from achieving their potential, citizens from getting real-time/near real-time information, and delays in responding to events

System Platform

the City's operational processes.

Observed Challenge/Risk: Currently the city utilizes NOAA's

(macro) area forecasts and data. This is free information, but

Potential Impact(s): More frequently severe weather threats

detectable in NOAA's service. These events have the potentia

to significantly impact the city operations, safety and lives of its

equipment and other essentials) may be delayed, misallocated

Identified Solution(s)/Action Plan: Subscribe to a weather

sensing network locally in Newark at key facilities and

service that gives specific accuracy (micro climate data) to the

Key Benefit(s): Provides timely weather information to suppor

city decisions and influence city day-to-day operations. Likely

safety by offering detailed insight of weather events and being

ROM Cost: \$20,000 – \$40,000 annual service fee, depending

able to proactively place resources in service before, during,

r placed in harm's way as a result of inaccurate or insufficient

winds, flash-floods, and tornadoes), that are not readily

citizens. Accordingly it is difficult for city emergency

management personnel and city staff to proactively plan,

stage and recover from events, as resources (personnel,

not of the quality and delivery form effectively integrated into

Implement Crisis Communications & Alerting System: Tags: First Phase, Quick Win

Observed Challenge/Risk: The City currently utilizes several alerting methodologies; there is not one single unified system that can address the multi-stakeholder needs. One system is used for city staff and citizens, while separate and different alerting solutions are utilized to reach other potential crisis Potential Impact(s): Potential threats or hazards, such as a train derailment carrying hazardous, explosive or toxic materials would likely require multi-agency response and management, along with 'shelter in place' or evacuation notifications. The lack of a unified reporting, alerting and crisis impose the potential for greater loss and damage, and place both citizens and first responders at greater

Identified Solution(s)/Action Plan: Implement a unified solution that enables the City to effectively companies and organizations to receive, ingest and disseminate time sensitive critical data. **Key Benefit(s):** Inclusion of the entire community would make Newark safer. **ROM Cost:** Approximately the same as current licensing cost, plus one-time \$20K configuration fee.

# FIRST PHASE

### ENERGY RECOMMENDATIONS Additional Substation for redundancy of supply to the City

### Tags: First Phase, Critical **☆ 彡** 💆 🛒

Observed Challenge/Risk: Single Sub-Transmission feed to entire city. Potential Impact(s): Loss of asset or significant damage to asset would result in power loss for an extended period of time. Depending on severity/extent of damage to the single asset, outages could last from hours to weeks or months, impacting every facet of city services, operations and economy. Identified Solution(s)/Action Plan: Update, refine and complete engineering/cost assessment report. Finalize procurement funding approval.

Key Benefit(s): Mitigates single point of failure, assures continuity of vital services to all of Newark citizens and businesses, and supports economic growth by citing reliability and resiliency measures. ROM Cost: \$8.9 Million, as identified in Newark 2015 capital expenditure budget. Validate estimate with

### WATER RECOMMENDATIONS Water Reservoir and Potable Water Supply Safety:

Observed Challenge/Risk: As a fundamental infrastructure asset to the city of Newark, one that is also

Tags: First Phase, Critical

integral to the region's water supply security, the 318 million gallon reservoir and its supply of potable Observed Challenge/Risk: Limited or no security cameras, and associated/advanced video analytics water is at risk from natural disaster and man-made threats. At present no automated detection means exist, other than routine sampling, to protect the water supply. As an elevated concrete-lined dam, the risk for a breach is ever-present, yet no automated detection or alarm system exists to notify residents Potential Impact(s): Increasingly these assets are at risk for vandalism or targeted attacks, and currently there is no means of early detection, or apprehension of suspects post any event due to there being no video or image files. By default there exists no means of detecting other anomalies through the Potential Impact(s): Threats include intentional and unintentional contamination, from sources originating from the White Clay Creek and catch basin area. Potential events, where contamination use of on-board video analytics, therefore placing all of these assets at increased risk of damage/failure nterrupts the Inflow would result in the reliance on a finite amount of approximately 1/3 of the stored Identified Solution(s)/Action Plan: Survey, plan and install state-of-the-art PZT (Pan/Zoom/Tilt

capacity that is deemed viable and immediately useable. Long-term interruption or loss of potable water would have significant impact to the residents, businesses and university. In the event of a breach, the otential exists at a minimum for loss of stored capacity, and in a worst case scenario for loss of life both having the potential of impacting every facet of city services, operations and economy. Identified Solution(s)/Action Plan: Install automated sensing technologies to provide chemical fingerprinting of the water, and automated rapid response notification of potential threats. Review existing video surveillance coverage, identify gaps/weaknesses, plan and install additional cameras along with advanced video analytics to detect potential threats and provide automated notification of suspicious activity to police. Research and evaluate solutions that improve the total availability of potable water, and then implement applicable technology/equipment. Install an enhanced leak Key Benefit(s): Assures integrity of water supply, and protects citizens ROM Cost: \$TBD

# Newark Positioned to be Safe + Smart Cities Model

 Visionary, innovative leadership Practice holistic team governance (not siloed)

Possession of unique assets)

**UNIQUE ASSETS** 

• Core values in line with safe + smart values, so technology can simply enhance the ability

# **KEY CHALLENGES + OPPORTUNITIES**

CURRENT STATE



**VOLUNTEER FIRST** 

**RESPONDERS** 

HIGHLY EDUCATED

COMMUNITY







ENGAGED CITIZENBY **CITIZENRY VISIONARY** 

**EXISTING STATE + LOCAL POLICIES** which Encourage Sustainability and Resiliency

Mitigating Cybersecurity

WATER

• Improving Reservoir Safety and Security • Interest in Technology Management and Monitoring Systems • Improving Flooding Situation, Particularly Stormwater Flooding

TRANSPORTATION Easing Traffic Congestion • Development of New Parking Facility Railroad Safety – Shipping

M PUBLIC SAFETY **EMERGENCY RESPONSE** RESILIENCY

 Inability to Share Monitored Feeds Between UD and City Dependence on Phone Communications as Primary Coordination Mechanism

# **CORE VALUES**





CITIZEN-CENTRIC, SERVICE ORIENTED, **TRANSPARENT GOVERNMENT** 





The information, recommendations and advice (the Work Product)

ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED

**TECHNOLOGY + INNOVATION VALUED AS MECHANISM FOR ECONOMIC DEVELOPMENT** 

# NEWARK, DE

university and private enterprise collaboration.

About CCI Safe + Smart Cities

The Chesapeake Crescent Initiative (CCI), a public-private collaborative to support technological innovation, is leading a "Safe + Smart Cities" coalition to help cities

The Coalition – made up of world-class experts from technology industries (Cisco,

University of Delaware, Virginia Tech, and the University of Maryland), government,

the law (Holland & Knight), and the financial sector (National Standard Finance, LLC

CCI SAFE +

SMART CITIES COALITION

**TECHNOLOGY** 

The Coalition aims to develop a tangible, actionable and comprehensive "safe +

• improve the overall operations and management of local government, both in the

help democratize and expand individual citizens' participation in government; and

CURRENT STATE

Identify Reoccurring Themes

Develop Guiding Principles

Confirm approaches with City Staff

Deliver blueprint

City is in the driver's seat

Connect with potential financial resources

Present to City Counci

expand capabilities in urban data collection, analysis, and dissemination;

REFINE VISION FOR

FIND THE

FINALIZE +

**DELIVER BLUEPRINT** 

CCI is a regional (VA-MD-DE-DC) collaborative to advance innovation in life sciences, security, and energy through new models of government (federal, state, and local),

Launched in 2008 by George Vradenburg and Herb Miller, along with the Governors

of Maryland and Virginia and Mayor of DC, to fill a gap in our region's global

competitiveness, particularly with respect to technology and innovation.

CHESAPEAKECRESCENT.ORG

develop beneficial new linkages among community residents;

• create a replicable public-private collaborative model.

FINANCE

optimize their operational performance and harden their resiliency through the

Schneider Electric, AtHoc, Verint Systems, Priority 5 Holdings), academic and

research institutions (Woodrow Wilson International Center for Scholars, the

has agreed to provide pro-bono expertise and recommendations to the pile

municipalities through a collaborative framework and multi-step process

**GOVERNMENT** 

RESEARCH/

ACADEMIA

**Coalition Objectives** 

day to day as well as in times of adversity;

smart cities" approach that can:

**Pilot Process** 

• Character of the City • Infrastructure Status

Identify steps to achieving

Identify new sources of

Prioritize and rank initiatives

**About CCI** 

CCI SAFE + SMART CITIES BLUEPRINT

2015 CHESAPEAKE CRESCENT INITIATIVE energy I life sciences I security

**INFORMATION TECHNOLOGY** 

 Ensuring City Government Continuity of Operations • Interest in Leveraging Technology as an Economic Development Tool

Enhancing Citizen Notification and

**Key Characteristics:** 

**FINANCE**  Identifying new sources of revenue • Utility funds the general fund. COMMUNICATIONS • Improving Citizen's Access to Information

ENERGY/

**■** ENVIRONMENT

 Expansion of Electric Department Technology Monitoring Capabilities Physical Security/Resiliency of Energy Facilities Interest in Expanding Solar Projects Reliance on DEMEC for Effectively 100% of the power to the City of

• Proposed LED Streetlight Project



**BLUEPRINT** RECOMMENDATIONS KEY

All recommendations are aligned with Newark, DE's core values and address key opportunities and benefits. All recommendations indicate how technology can play a role in hardening resiliency and optimizing operations of the City of Newark, DE. **Suggested Timing:** 

First Phase: start these components within 0-6 months

foundational, an already existing/planned project, or is a

Future Phases: start these components between 6-18

month if possible

because recommendation is considered to be critical,

Critical – potential for high impact and/or high level of risk of harm to City if no action Foundational – includes a necessary prerequisite step needed to conduct other activities in future phases Existing/Planned Project: Already in process or planned

implement; and would be likely to accrue immediate benefits

Quick Win: Low to no cost to implement; easy to

Costs are Rough Order of Magnitude (ROM) costs.

Why First Phase Timing?

Offers benefits to multiple departments or solves multiple challenges

S Potential for new source of revenue

Hardens Resiliency/Safety Extends or optimizes usage of

Improves operational effectiveness

Improves community cohesion and inclusion Economic development tool (attracts businesses or helps keep key businesses here; helps local businesses connect to customers; encourages commerce)

The City agrees that its use of CCl's Work Product is solely at its officers, directors, agents and employees of Members, liable, in own risk. The City agrees that all of such Work Product provided on an "AS IS," and "AS AVAILABLE" basis, and CCI AND ITS contract, in tort, including negligence, or otherwise, for any errors or omissions in the Work Product provided, and shall look solely to MEMBERS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY the professionals or contractors who provide detailed engineering KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT software, equipment or construction, under their separate LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, contracts with the City, to protect it from risk(s) of loss. NON-INFRINGEMENT, WITH RESPECT TO ANY SUCH WORK

Neither CCI and its Members nor the City shall be liable under any NEITHER CCI NOR ITS MEMBERS MAKE ANY WARRANTY OR with the Work Product provided, including without limitation REPRESENTATION THAT THE WORK PRODUCT WILL MEET THE damages for loss of profits, whether based upon contract, tort CITY'S REQUIREMENTS, NOR DO CCI OR ITS MEMBERS MAKE (including without limitation negligence, duty to warn and strict ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED liability), breach of warranty or any other legal or equitable grounds

The City disclaims any right to hold CCI or its Members, including circumstances for any punitive, exemplary, incidental, indirect,